GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:249
ANSWERED ON:03.08.2016
Broadband Services
Dhotre Shri Sanjay Shamrao;Pal Shri Jagdambika

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether some of the service providers are providing broadband services below the "Quality of Service Benchmark" particularly in rural areas, and if so, the details thereof;

(b) the number of such cases reported along with the financial disincentive imposed on such service providers during the last three years and the current year, State/UT and service provider-wise;

(c) whether the non-availability of broadband services or poor broadband services have adversely impacted the Government"s ambitious "Digital India Programme" across the country and if so, the details thereof; and

(d) the corrective measures taken by the Government in this regard along with the details of funds granted and released under Bharat net?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 249 FOR 3RD AUGUST, 2016 REGARDING "BROADBAND SERVICES".

(a)&(b) Telecom Regulatory Authority of India (TRAI) has laid down the Quality of Service standards for Broadband service and Wireless Data Service through the following regulations:

(i) Quality of Service of Broadband Service Regulations, 2006 dated 6th October, 2006.
(ii) The Standards of Quality of Service for Wireless Data Services Regulations, 2012 dated 4th December 2012.

TRAI monitors the performance of service providers through Quarterly Performance Monitoring Reports submitted by service providers for the service area as a whole. No separate information is available for rural areas.

As per the performance monitoring report of TRAI for the quarter ending March 2016 for Broadband services, all the service providers are generally meeting the benchmarks related to the parameters for its Broadband services. Non Compliance with the benchmarks is mainly observed in respect of the parameter "Response time to the customer for assistance %age of calls answered by the operators (voice to voice) within 90 seconds."

For ensuring compliance with the Quality of Service benchmarks for Broadband Service, financial disincentives upto Rs. 50,000/- per parameter for first contravention and Rs.1,00,000/- for second and subsequent contraventions have been prescribed by TRAI for non-compliance with the benchmarks. TRAI has been imposing financial disincentives on service providers in accordance with these regulations.

TRAI has imposed following financial disincentives during the last three financial years and current year:

Year 2013-14 2014-15 2015-16 2016-17
Amount (in Rs. Lakhs) 51 52.5 33 10

State/ UT wise details of financial disincentives are not maintained by TRAI. However, the operator-wise details of financial disincentives imposed by TRAI on various service provider are enclosed at Annexure-I.

(c)&(d) Under Digital India Programme, inter-alia to improve availability of Broadband Services, National Optical Fibre Network (NOFN) project, renamed as BharatNet, is planned to establish a network infrastructure by connecting all Gram Panchayats (approx. 2.5 lakh) in the country by using an optimal mix of underground fibre, fibre over power lines, radio and satellite media for providing broadband connectivity by all categories of service providers on non-discriminatory basis.

The project is planned to be implemented in three phases. Under first phase of the project, 1 lakh Gram Panchayats (GPs) are to be connected by laying underground OFC by March 2017. Under second phase, connectivity will be provided to remaining 1.5 lakh GPs in the country using an optimal mix of underground fibre, fibre over power lines, radio and satellite media by December, 2018. Third phase will cover fibre between districts and blocks with underground OFC in ring architecture for a state-of-the-art, future-proof network for 5G services and Internet of Things (IoT) era. As on 16.07.2016, Optical Fibre Cable (OFC) has been laid to 54,635 Gram Panchayats (GPs) with a total length of 1,26,853 km. Out of these, 7342 GPs have been provided with broadband connectivity.

As against the sanctioned amount of Rs. 20,100 crore under Universal Service Obligation Fund (USOF), funds to the tune of Rs. 5741.79 crore have been utilized till 30.06.2016

Annexure-I

Operator-wise details of financial disincentives imposed on various service providers
[in Lakhs]
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Fiancial Year
Name of service provider 2013-14 14-15 15-16 16-17 (till 27.07.2016) Total
Mahanagar Telephone Nigam Ltd. 8 10 18
Bharat Sanchar Nigam Ltd. 8.5 7 15.5
Tikona Digital Networks Pvt. Ltd. 1.5 1.5
Five Network Solution (India) Ltd. 1 1
Atria Convergence Technologies Pvt. Ltd. 7 10 5 2 24
Sify Technologies Ltd. 4.5 4.5
Beam Telecom Pvt. Ltd. 2 4 6
Induslnd Media & Communications Ltd. 1 1
Syscon Infoway Pvt Ltd 1.5 1 2.5
Tata Communications Ltd. 5 1.5 0.5 1.5 8.5
You Broadband & Cable India Pvt. Ltd. 9.5 3 1 13.5
Southern Online Bio Technologies Ltd 0.5 0.5
Hathway Cables & Data Services Ltd. 0.5 2 0.5 3
Broadband Pacenet (India) Pvt. Ltd. 0.5 2.5 3
Siti Cable Network Limited 0.5 0.5
Asianet Satellite Communications Ltd. 2 2
Rajesh Multi-channel Pvt. Ltd. 6 6
Smartlink Broadband Services Pvt. Ltd. 1.5 2 3.5
Tata Teleservices Ltd.* 1.5 6.5 2 10
Meghbela Cable & Broadband Services Pvt. Ltd. 1 1
Honesty Net Solutions (India) Pvt. Ltd 1.5 1.5
Bharti Airtel Ltd.* 15 4 19
DEN Networks Limited 0.5 0.5
Total 51 52.5 33 10 146.5
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*Includes group companies

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